




Calendar of Events

 **Labor Day**
September 1

Patriot Day
September 11

Assisted Living Week
September 7 - 13

**Rehabilitation
Awareness Week**
September 14 - 21

 **POW/MIA
Recognition Day**
September 19

**Orting Staff
Recognition Program
& Potluck BBQ**
September 23

Retsil Luau
September 23

**Columbus Day
Observed**
October 13

**Daylight Saving
Time Ends**
October 26

**Halloween 
Retsil Costume
Contest and Potluck**
October 31

New Superintendent Selected for Orting

Jonathon Clontz has been named superintendent of the Washington Soldiers Home effective July 31, 2003.

John King, WDVA director, announced the appointment following confirmation by Governor Gary Locke.

"One of the challenges in filling positions at this level," said King "is finding well-qualified individuals who will bring a wide variety of healthcare and long-term care experience, as well as administrative knowledge, to this job."

Clontz, a veteran of the U.S. Army, has nearly ten years of experience in healthcare and long-term care, managing high acuity, sub-acute and medically complex care issues.

"I am confident this individual will enhance our ability to meet the challenges of the future,

while protecting the dignity of our residents," King said.

Jonathon Clontz was born at Lackland Air Force Base in Texas - one of his father's duty stations during his 22-year military career. Following in his father's footsteps, Jon joined the Army in 1982, serving until 1989 at a number of bases throughout the United States and Korea. In July of 1989, he made the decision to leave the Army and pursue his education at Saint Martin's College in Olympia. He received a degree in Psychology in 1993, continued with graduate courses in Behavioral Psychology; and is currently pursuing a law degree.

Jon has held various positions in the health care industry ranging from social worker to marketing and sales. Jon also served as the Associate



Jonathon Clontz

Administrator and Administrator/Executive Director at several facilities. He received Alzheimer Care Certification in 2002.

He is a member of the Veterans of Foreign Wars, American College of Healthcare Administrators, and the Washington Healthcare Association.

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Budget Update

2003-2004 Budget Status

Thanks to the hard work and innovative efforts of WDVA staff over the past year, the agency made it through one of the toughest budget years ever experienced in Washington State. The 2003-2005 Operating Budget was passed during a special legislative session providing WDVA with the resources to fund agency operations.

Staff Efforts Pay Off

Several months ago, WDVA staff members were asked to help reduce expenses to offset the agency's budget shortfalls. For the many staff who participated in activities to reduce expenses – it worked! WDVA closed the 2002 Fiscal Year without assistance from the Governor's emergency fund. Staff members found savings by reducing overtime, changing schedules, taking voluntary leave without pay, and generally reducing the cost of doing business. Without each and every one of these efforts, WDVA would have needed emergency help.

Continue Cost Saving Efforts

While this budget update is a "good news" message – the budget for the next two years is very tight and we cannot afford to let our guard down on these cost saving measures. **We must continue to find ways to keep overtime use down, ensure schedules make the best use of time, and look for creative ways to further reduce expenses.**

The WDVA budget office is working with agency managers to clearly define each program

Budget. By setting budget goals and expectations, program managers can operate within set guidelines keeping WDVA on track throughout the next two years.

Priorities of Government

Providing care for vulnerable adults in State Veterans Homes and improving the economic vitality of veterans through Field Service efforts have been labeled as Priorities of Government. In these difficult economic times, being labeled as a Government Priority does not always guarantee funding; however, the consistently high performance of the agency – especially the State Veterans Homes – convinced the legislature and Governor that WDVA is a good investment of state tax-dollars.

Future Projections

The economic forecast for Washington State shows no sign of a quick turn-around. Over the next several budget-writing cycles, elected officials will be forced to continue finding ways to cut the state's budget.

Our challenge is to further demonstrate that WDVA is a solution to budget shortfalls. We can show this by continuing to provide high quality care and services in efficient and effective ways. I encourage you to keep up the good work as we continue down the path of *Serving Those Who Served*.

*Chip W.
Horn*

Retsil Consturction Project



Demolition of Building 1

MASTER PLAN

Master Plan Updates provide information on meetings, deadlines and achievements made by each of the Master Plan teams. Previous issues of the Master Plan Update are available at www.dva.wa.gov. Check the WDVA Web Page for updated construction photos: www.dva.wa.gov/MasterPlanUpdates.htm (Photo Gallery)

Retsil Construction Project

◆ **Parking:** The upper parking area remains closed. Parking spaces have been designated for volunteers and visitors. Questions or concerns about parking may be directed to the Administration Office at (360) 895-4700.

◆ **Asbestos:** DOC crews have finished their work and remaining asbestos removal is being handled by RV Associates, a Port Orchard owned business. Abatement is complete except for a small amount in Building 13. Asbestos is still being found in the building slabs where an old heating system used asbestos to insulate hot water pipes. Removal in these areas is more difficult as the asbestos is confined in the slabs and must be removed piece by piece as it is discovered.



Truckload after truckload of dirt gets hauled away.

◆ **Site Preparation:** Clearing continues to prepare the upper grounds for construction of the resident wings. RV Associates is

using 15 trucks and trailers to haul away 3,000 cubic yards of dirt each day.

◆ **Demolition:** Crews demolished Building 1 on July 29. This building sat above piping and electrical rooms. Now that the steam has been re-routed and electricity has been re-directed to



Demolition of covered walkway

Buildings 6&7, this infrastructure under Building 1 can be removed. Then, a temporary road will be constructed to remove debris from Building 1. The auditorium portion of Building 13 will be removed September 24. During this time, a new covered walk will be built for resident access to the dining hall.

◆ **Kitchen Construction:** The kitchen foundation has been completed and will house the steam room needed to re-distribute the steam to other areas of the campus. The trench



New dining facility foundation

for the tunnel connecting to the new facility is also being dug. The basement floor slab was poured in late July. After that, work on the Kitchen will be idle until the steel arrives.

◆ **Steam Line:** Steam was rerouted from old lines and connected to existing buildings on July 15. During the 13 hour changeover, Retsil operated without steam. A back-up generator was in place, but the operation went smoothly and the back-up equipment was not needed. A portable boiler for the kitchen also performed well.

◆ **LEED Issues:** Local companies continue work on site preparation for the resident wings.

A second local company, Graham Steel, was awarded the sub-contract for structural steel for the whole facility and will be delivering materials to the site beginning in August.

Kudos

Kudos

WDVA Awards O

Spokane - The Employee Recognition Program was held on May 28. The theme was, "Pioneering into Eastern Washington," and each staff member was represented by a conestoga wagon with their name and a flag emblem. Award recipient's families were notified and encouraged to attend and surprise their family member. Director John King came to present the awards and assisted with the drawings.

Three staff received the DIRECTOR'S AWARD: Donna Martin, RN 3 MDS Coordinator/VARN; Charlene Laredo, Secretary Admin.; and Kathy Magonigle, Administrator.

DISTINGUISHED SERVICE AWARDS were given to Mary Engstrom, LPN 3; Patty Hasbrouck, Psych Soc. Worker; Arlene Smith, Office Asst. Sr.; and Joy Swiger, NAC 1. Honorable Mention went to Gena Smathers, Office Asst.; Lisa Watkins, Laundry Worker; Brant Benson, Custodian; and Cherrie Barnett, NAC 1.

"You Make a Difference" pins were awarded to all of the recipients.

In addition, Sue Lindley, RN 3 was honored for initiating the most Shining Star nominations, and Chuck McGee, FSA 1 was honored for being presented most often with a Shining Star award.

Shannon Sullivan, Supply Control Tech, and Safety Committee chairman received the First Annual Safety Award.



Kathy Magonigle, Administrator



Donna Martin, RN 3



Charlene Laredo, Secretary Admin

Spokane Veterans Home CNA's Honored



JJ Anderson, a NAC on evening shift, (pictured here with Kathy Magonigle and Alfie Alvarado) was selected as one of 11 top NACs recognized by the Pioneer Network this year at a luncheon on June 6th. In addition to the certificate of Accomplishment, JJ was presented a check of \$50, which he donated to the Spokane Veterans Home Betterment Fund.

Five other NACs from the Spokane Veterans Home received Honorable mentions. They are Alan Muir, Kathy Rijn, Tracey Smith, Joy Swiger & Bree Carson. These individuals were recognized at the luncheon as well.

There were 70 NAC's whose names were submitted for this award from the state of Washington. The candidates were narrowed by a committee and final selection was made by professors at the University of Washington.

The Pioneer Network is dedicated to changing the culture in nursing homes. The concept is Resident Centered Care. The goal is to recognize our elders as individuals with unique gifts and needs. Care is directed by the Resident. This organization has a luncheon every year to recognize the NACs and the contributions they make to skilled nursing — they are recognized as the backbone of resident care.

standing Service Kudos

Olympia - The Central Office/Veteran Services Division held their annual recognition event on July 11, at the Tumwater Historical Park. Director John King presented the Director's Award to Jim Rising, Vet Services Regional Manager and to the Financial Services staff, managed by Karolyn Wayt. They each received a new WDVA logo polo shirt.

The Distinguished Service award was presented to Andrew Clark, VBS and Jim Green, VBS of the Vet Services division; and to the Publications team of Colleen Gilbert, PIO 2 and Miriam Young, Graphic Designer.

Those reaching milestones in years of service included: Gary Condra, Peggy Challman and Melinda Gourley with five years; Kenny Sawyer (King Co Office) and Alfie Alvarado with 10 years; and Jim Rising with 20 years.

As a result of the fund raising efforts of the recognition committee, everyone received an insulated tote bag. 10 individuals also received a \$20 dollar gift certificate inside the cooler. All enjoyed the potluck picnic, but were too stuffed to play volleyball as planned.



Jim Rising, Vet Services Regional Manager holds his director's award while John Lee reads his citation.



The financial Team (L to R top): Iris Fennell; Brenda Halbert; Tina McDonald; Regina Kilby; Terri Goddard; Melinda Gourley; Jami Gold; Peggy Challman; (bottom) Karolyn Wayt; Paula Drake; Steven Bourque; Michelle McMeel; Debbie Kettelhut; Sandra Moloney; Kevin Boos; and Sue Perrault.

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Retsil - "TOGETHER WE MAKE A DIFFERENCE" was the theme of Retsil's 2003 recognition event held on Wednesday, May 14, 2003. The theme was chosen to honor the entire Retsil team and individual accomplishments throughout 2002. These efforts improved processes and efficiencies, enhanced the work environment, and provided excellent service to residents.

Director John King, Deputy Director John Lee and Superintendent Jerry Towne were all on hand



April Harris,
Administrative Assistant



Debby Griswold,
HR Consultant

to congratulate and appreciate the wonderful staff.

The Director announced that Barbara Culley, Associate Superintendent is one of 14 managers in state government selected to receive the Governor's Distinguished Management Leadership Award.

Debby Griswold, HR Consultant, and April Harris, Administrative Assistant, received the DVA Director's Award for their superior accomplishment and performance.

DVA Distinguished Service Awards went to Marion Lazarus, Kitti Phillips, Carl Bivens, Billy Elliott, Mary Treese, John Sanders, Patty Hampton, Fe Caldejon, Susan Acres and Tami Reuter for consistent excellent performance.



Barbara Culley
received the
Governor's
Distinguished
Management
Leadership Award.

Staffing Changes

Now that the legislature has agreed on the budgets for WDVA and other state agencies, we are focusing on how the agency will meet the new budget requirements.

The Management Team has met several times, including two days of Strategic Planning around the priorities we must focus on to be successful in the coming years.

In order to meet the needs of staff, residents and the veterans community, we have agreed on the following changes, including the realignment of some positions and staff members. These changes will help ensure our agency is aligned in both health care practices and business practices for the coming years.

Veterans Homes Medical Director: The agency has re-establish the position of Medical Director over all of the State Veterans Homes. This position's role is to provide Physician Leadership, Patient Care-Clinical Leadership, Quality of Care and Education as well as Information and Communication on agency health issues. The Medical Director will guide the agency towards more efficient ways of delivering quality care. We will share best practices among the facilities and from external service providers.

Dr. Bless Mamerto will serve as the agency's Medical Director under the guidance of Assistant Director Alfie Alvarado. Dr. Mamerto has been with the agency for 16 years. Her

qualifications for this assignment include an extensive background in geriatric medicine as well as recent accomplishments at the Soldiers Home. Her Medical Director certification from the Washington State Department of Health was granted June 30, 2003.

Alfie Alvarado and a team of our health care professionals will further define the roles, relationships and responsibilities of providing direct care, and through collaboration with the agency's Chief Financial Officer, Gary Condra, alignment of our business practices.

In addition, Christine Touris has accepted the Associate Superintendent position. Her knowledge of the agency from the Central Office perspective and the relationship of the agency to other state agencies and service providers will greatly assist the new Superintendent and the agency.

Veterans Home Director of Nursing Services: Margaret Conley has accepted the DNS vacancy at the Veterans Home. Her knowledge and skills around resident centered care and her ability to lead in a positive manner will be very important as we transition into the new nursing facility. Alfie Alvarado has appointed Chris Addison as the temporary Director of Nursing at the Soldiers Home during the recruitment process.

Quality and Strategic Planning Manager: Quindola Crowley, former Social Work Manager of the Washington

Veterans Home (which has been abolished) will soon return from active military duty and fill the role of WDVA's Quality and Strategic Planning Manager. Quindola will focus on keeping the agency in line with the Priorities of Government, Performance Agreements, and facilitate the process review of direct care and it's critical alignment to business practices, ensuring we fulfill the mission of the organization.

The Soldiers Home has experienced some key personnel changes also. You may recall information on the reallocation of the Superintendents' Secretaries at both homes to Administrative Assistant 5. At the time the reallocation was done, incumbents had the option to either compete for the new positions after getting on the AA5 register, or exercise Reduction in Force options.

Pat Sams will go to the Nursing Facility and assume the duties of Secretary Senior. Meanwhile, Kris Elliott will move to Administration as an Office Assistant Senior on a temporary basis, pending an operational needs assesment by the new superintendent.

The restructuring also included a reallocation of Glenda Vick's HRC position in central office. Glenda, who has a strong administrative background, will assume the AA5 position.

As we further define roles and relationships of these positions, we will keep you informed.

'Access Washington' Unveils Foreign Language Web Content

Gov. Gary Locke announced recently that Access Washington(tm), the state's Internet portal, will now provide important government services information in different languages for those who do not use English as their primary language. The foreign language content index will be available at www.access.wa.gov.

"Because of our state's changing population, it is important that we provide people with the ability to access vital government service information

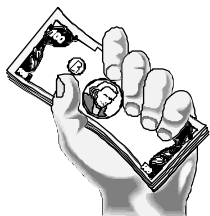
in languages other than English," Locke said. "These changes not only help people find information but enable our state to be more productive, efficient and help us lower costs."

Access Washington will feature a news index that links users to content in Spanish, Russian, Vietnamese, Korean, Chinese and Cambodian. Each page will be categorized by topic and include information on agriculture; child support; developmental disabilities; unemployment insurance; workers' compensation; workplace safety and health; the environment; health care; and voter registration.

The languages chosen reflect the most prevalent content

already on various state agency Web sites. For example, the Department of Labor and Industries will offer material in Spanish; the Department of Ecology includes information in Chinese, Korean and Spanish; and the Department of Social and Health Services offers content in approximately 12 languages. Until now, there was no single index listing Web content in different languages from multiple agencies.

"This is just the starting point," said Stuart McKee, director of the Department of Information Services. "Our intent is to add to the list as more foreign language content becomes available and our translations are completed."



Early Redemption of Payroll Checks

The Office of the State Treasurer has notified the agency that we have had numerous paychecks redeemed early.

This is unacceptable by the Office of the State Treasurer and by WDVA.

Consequence's for the agency has future repercussion of causes for audit findings and appearances of mismanagement of regulations and state compliances.

Paychecks are not to be cashed or deposited into an account until the actual pay date.

It is highly recommended that employees have direct deposit to remedy this problem. The personnel offices have forms available.

ICSEW Representative Chosen

Debbie Kettlehut, Admin. Assistant Central Office, has been appointed to represent the agency on the Governor's Interagency Committee for State Employed Women (ICSEW).

The role of the ICSEW is to monitor issues of concern to women in state government and to advise the Governor on these issues. Issues which the ICSEW has addressed in the past include comparable worth, child and elder care, state employees' medical insurance, and training opportunities. In addition, ICSEW has hosted Take Our Daughters to work for the last ten years and this year, for the first time, sons and daughters were included.

Glenda Vick has represented the agency for the past two years as the ICSEW representative, and Debbie has been chosen as her replacement.

As the agency's delegate to the ICSEW, Debbie will represent all agency staff. If you have concerns you would like her to bring to the committee, or questions you'd like to ask, please give Debbie a call at 360-725-2211 or e-mail debbiek@dva.wa.gov



Veterans Affairs receives grant renewals for homeless veterans

\$550,000 received to fund two programs - one for women veterans-for 2003



WDVA received notice from the federal Department of Labor - Veterans Employment and Training Services (USDOL) - that grant money for the Homeless Veterans Reintegration Project (HVRP) and grant renewal for the Homeless Women Veterans Reintegration Project (HWVRP) have been approved for 2003.

The \$300,000 HVRP grant, and the \$249,595 HWVRP grant are designed for the Seattle metropolitan area and the

surrounding Puget Sound Region of King, Pierce, Thurston, Snohomish and Kitsap counties. Both grants are reviewed annually to ensure the attainment of goals agreed upon by the USDOL and the WDVA.

WDVA's Homeless Veterans Reintegration Projects provide an opportunity to strengthen all homeless veteran programs operating within the service delivery area.

Under this reintegration project, the first step is to get homeless vets off the street and offer them the chance to get well. Once they are employable, a structured case management plan to fit their individual needs of security, housing, food, transportation and employment support services is designed. This grant money allows WDVA to continue these critical programs.



Under the Personnel System Reform Act of 2002, the Washington State Department of Personnel is creating a new human resource system that will meet the challenges facing government today and in the future. The new human resource system will replace the existing civil service provisions which have been in place since 1960. The new system will apply fully to those who are not in collective bargaining units, and may be superseded for employees in bargaining units.

Proposed Classification Structure and Draft Occupational Categories

In accordance with recent legislative changes, the Department of Personnel is currently developing an updated classification structure. The legislation mandates the creation of a simplified classification system that will substantially reduce the number of job classifications in the classified service and facilitate the most effective use of state personnel resources. It also directs the development of a classification system that permits state agencies to respond flexibly to changing technologies, economic and social conditions and the needs of its citizens.

In order to meet the intent of civil service reform, the

Department of Personnel is proposing the creation of broad occupational categories that will consolidate similar types of work (e.g. all current auditor classes consolidated into one broader audit category). The occupational categories are further broken out by level of responsibility ranging from entry to expert.

The Department of Personnel is currently in the process of revising the categories based on the input received. Once that work is done, they will again be available for review.

For more information or for a schedule of DOPs information sessions being held throughout the state, visit the DOP web site www.hr.dop.wa.gov or see your human resources consultant.